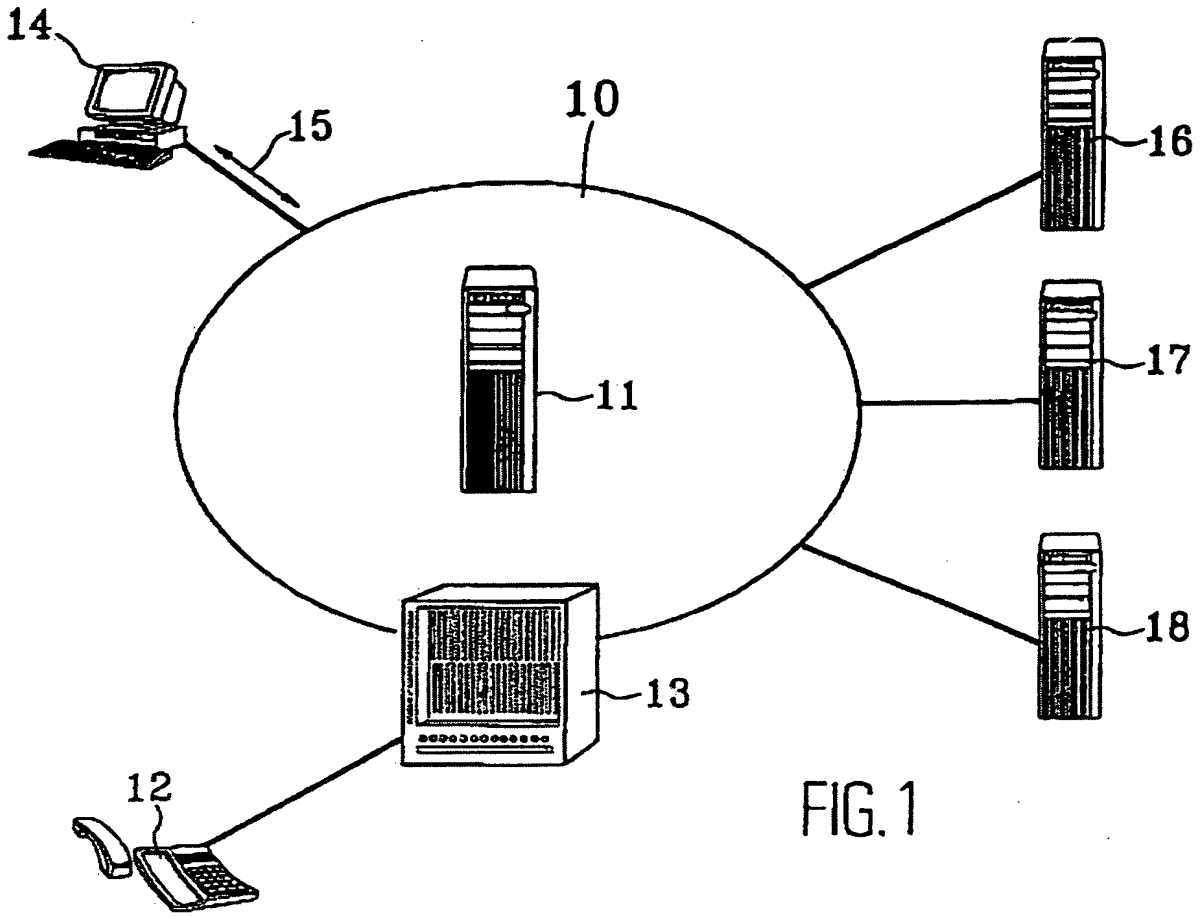
14
15
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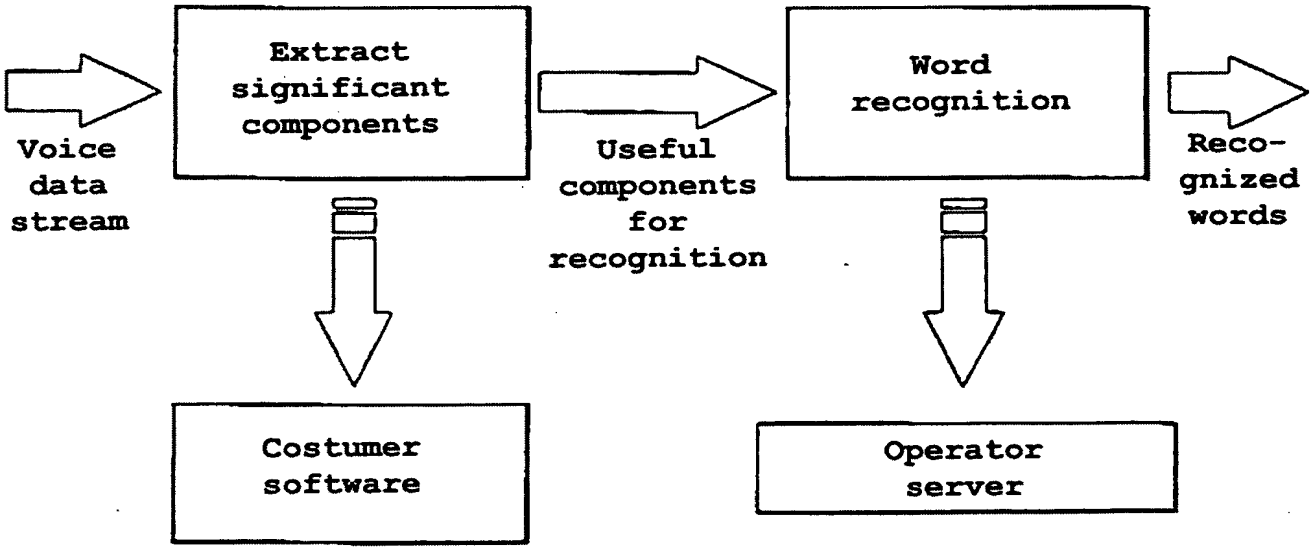
12

FIG. 1

FIG. 3


Extract significant components
Word recognition
Voice data stream
Useful components for recognition
Reco-gnized words
Costumer software
Operator server

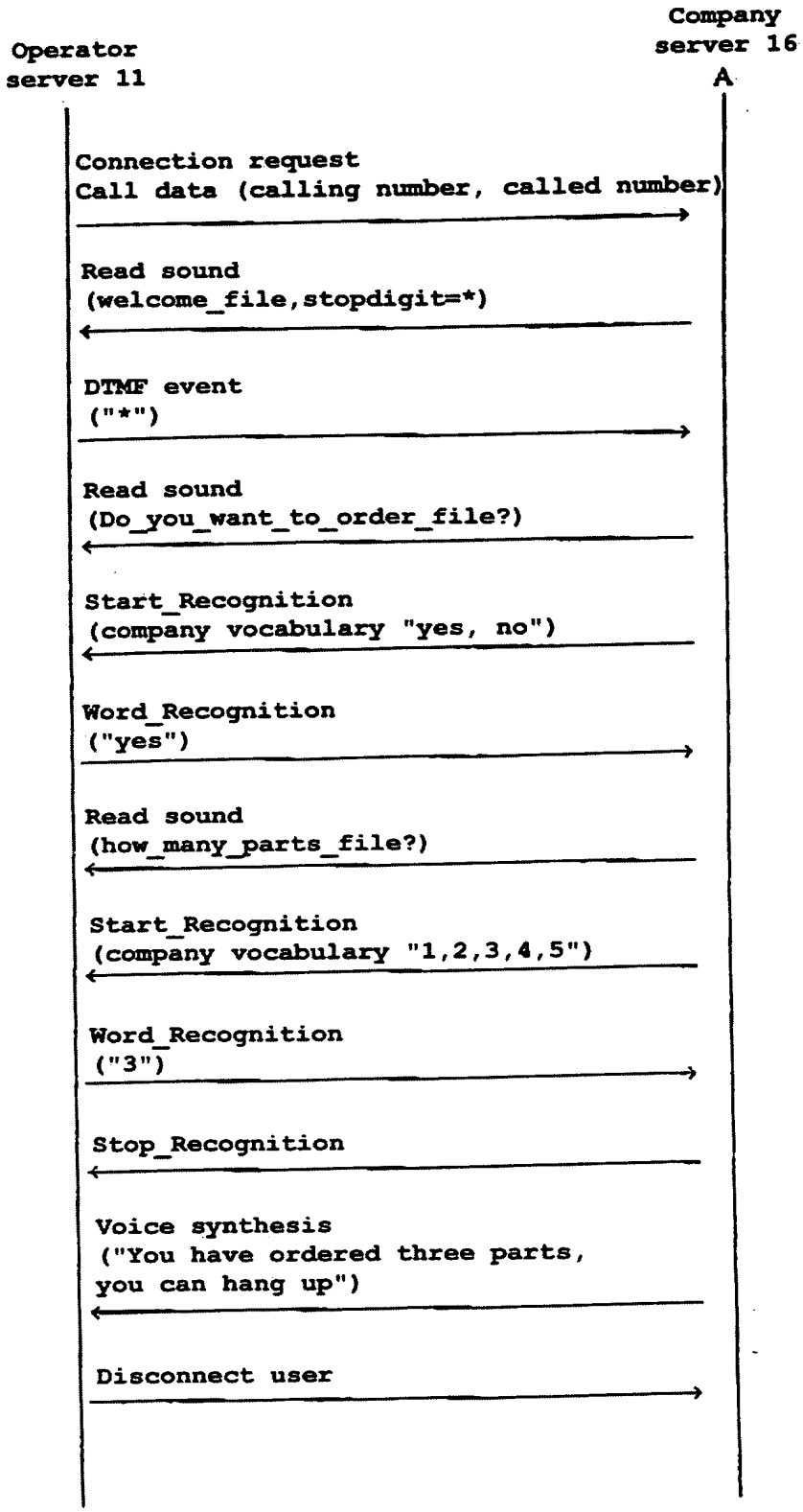

Operator server 11
Company server 16 A
Connection request
Call data (calling number, called number)
Read sound
(welcome_file,stopdigit=*)
DTMF event
("*")
Read sound
(Do_you_want_to_order_file?)
Start_Recognition
(company vocabulary "yes, no")
Word_Recognition
("yes")
Read sound
(how_many_parts_file?)
Start_Recognition
(company vocabulary "1,2,3,4,5")
Word_Recognition
("3")
Stop_Recognition
Voice synthesis
("You have ordered three parts,
you can hang up")
Disconnect user

FIG. 2

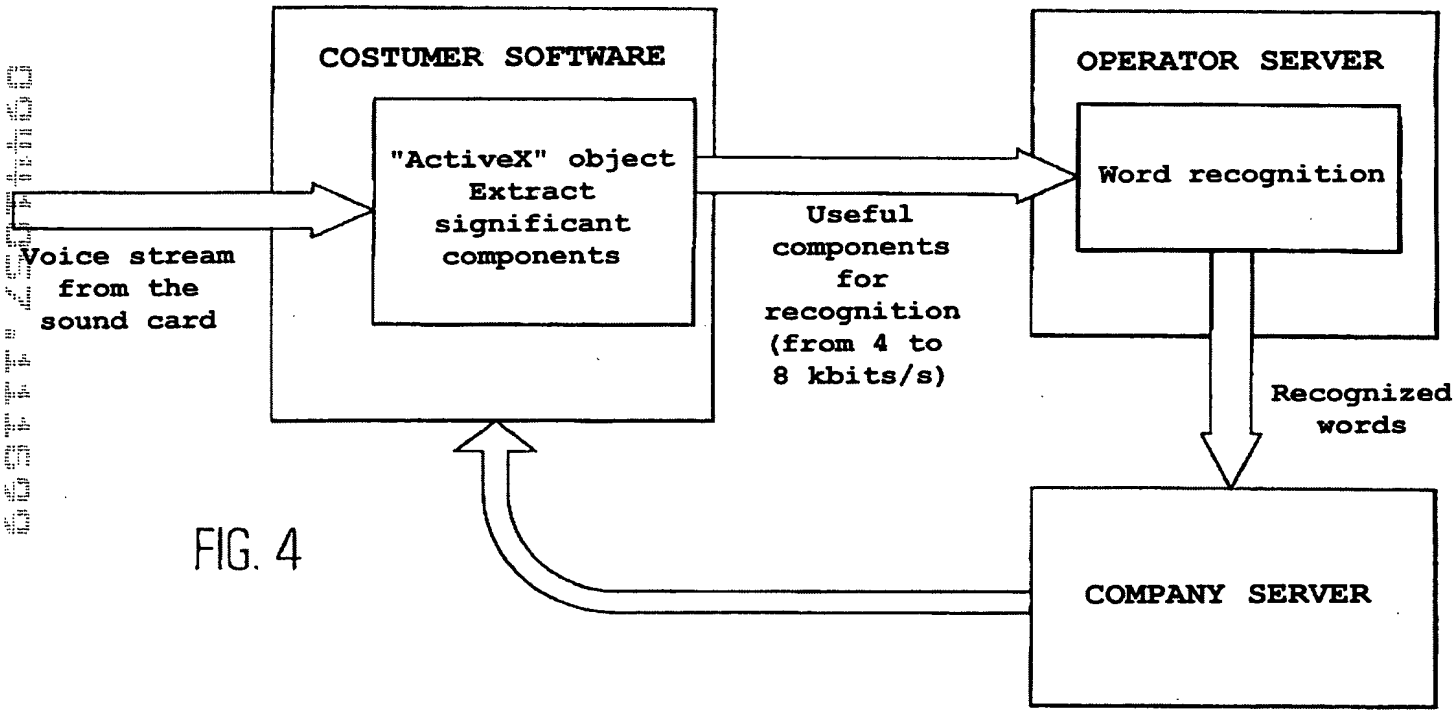

COSTUMER SOFTWARE
"ActiveX" object
Extract
significant
components
Voice stream
from the
sound card
Useful
components
for
recognition
(from 4 to
8 kbits/s)
OPERATOR SERVER
Word recognition
Recognized
words
COMPANY SERVER

FIG. 4